BRITANNIA INSURANCE

What to do if you're not happy with our service

We always want to keep our customers happy and the service they receive to be the best. Unfortunately things can go wrong and if this happens to you, we want to know about it so we can put it right as soon as possible.

How to get in touch with us:

If you feel something has gone wrong and you want to complain, you can get in touch by letter or email.

Write to us at:
Customer Relations Manager, Britannia Rescue, County Gates, Bournemouth, BH1 2AT

or email:
digitalhelp@britanniainsurance.co.uk

Once you've told us about your complaint, what happens next?

We'll look into your complaint, keep you updated and let you know the outcome of our investigation.

How long will it take for us to answer your complaint?

We'll resolve your complaint as soon as we can. If there's likely to be a delay we'll let you know why. If we haven't responded to all your issues within eight weeks, you can refer your case to the Financial Ombudsman Service. We'll remind you of this at the time.

What if you don't agree with our decision?

Please let us know. We'll talk this over with you and explain the reasons for our decision. If you're still unhappy you can ask the Financial Ombudsman Service to look at your complaint.

How do you contact the Financial Ombudsman Service?

You can write to them at:
The Financial Ombudsman Service, Exchange Tower, London, E14 9SR

or call them on:

0800 023 4567 or **0300 123 9123** (from mobile or non BT lines)
Lines open 8am to 8pm Monday to Friday, 9am to 1pm Saturday.

For Text Phone dial 18001 first. Calls will be recorded.

or email:
complaint.info@financial-ombudsman.org.uk

Website
financial-ombudsman.org.uk

We'll remind you how and when you can contact them.

Britannia Insurance is arranged, underwritten and administered by Liverpool Victoria Insurance Company Limited, which is an Allianz Group company, registered in England and Wales number 3232514. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, register number 202965. Registered address: 57 Ladymead, Guildford, Surrey, GU1 1DB. Britannia Insurance is a trading name of Liverpool Victoria Insurance Company Limited.

43298-2026